

**2023 Performance Oversight Questions**  
***Department of Motor Vehicles***

**A. ORGANIZATION AND OPERATIONS**

1. Please provide a complete, up-to-date organizational chart for the agency and each division within the agency, including the names and titles of all senior personnel. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

**Response:**

See Attachment A (DMV FY2022 Organizational Chart) and information below outlining DMV divisions/programs.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
Adjudication Services	N/A	Provides ticket processing, noticing, hearing, and hearing support services to residents and non-residents, in order to render legally sound decisions on parking, photo, and moving violations, and to ensure proper processing of violation and penalty payments for those infractions.
Adjudication Services	Hearings	Provides fair and equitable review of ticket and permit violations for respondents to resolve outstanding issues of liability.
Adjudication Services	Hearing Support	Provides intake, data review, records management, and administrative support functions to ensure accurate records and information to support adjudication hearings.
Adjudication Services	Ticket Processing	Provides and maintains processed ticket information in Department of Motor Vehicles' (DMV) database, provides scheduled notification and information to residents and non-residents of the District of Columbia, and processes and tracks fines, penalties, and payments for tickets.
Vehicle Services	N/A	Provides certification and inspection services to residents, businesses, and government entities so they may legally park, drive, and sell their vehicles in the District of Columbia.
Vehicle Services	Inspections	Provides emission testing services for residents, commercial and for-hire vehicles to facilitate reduced auto emissions and to meet the requirements of the District's Air Quality Attainment State Implementation Plan.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
Vehicle Services	Registrations	Provides legal certification services and documentation of vehicle ownership and authority to operate.
Vehicle Services	Registrations - Out of State Vehicles	Provides registration services for “for hire” vehicles whose owner is based outside of the District. Note this is an internal program with no full-time employees (FTEs).
Vehicle Services	International Registration Program	Provides for administration of the District of Columbia’s participation in the U.S. based plan, which allows for the distribution of registration fees for commercial motor vehicles traveling inter-jurisdictionally through member states and provinces. Registered fleets include vehicles greater than 26,000 pounds, traveling in more than one jurisdiction.
Driver Services	N/A	Provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so they may legally operate their vehicles.
Driver Services	Licensing	Provides driver certification and identification services to residents to ensure that they have the proper credentials to reflect identity, residence, and driving qualifications. There are four service centers and one road test location which provide all in-person licensing and registration services to customers.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicle databases and service functions. Note this is an internal program with no FTEs.
Technology Services	Ticket Information System	Provides for the operation of the adjudication ticket processing database and system. Note this is an internal program with no FTEs.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes personnel, training, customer service, administrative services, legislative affairs, communications, performance management, facility management, and warehousing and inventory control.
Agency Management	Communications	Provides communication services to include media inquiries, customer correspondence, program communications and social media.
Agency Management	Personnel	Provides human resources support for DMV to assure operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Training	Provides training to assure professional development of DMV personnel and accurate and consistent delivery of DMV services by knowledgeable employees.
Agency Management	Property Management	Provides facility maintenance by the Department of General Services. Note this is an internal program with no FTEs.
Agency Management	Legal Services	Provides legal counsel to the agency as it relates to DMV regulations and legislation.
Agency Management	Language Access Act	Provides language interpretation and translation services. Note this is an internal program with no FTEs.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory, risk and integrity management and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services, using the Office of the Chief Financial Officer personnel, to DMV so the financial integrity of the District of Columbia is maintained.
Agency Financial Operations	Budget Operations	Works with program staff to develop, champion and manage the annual budget for the agency.
Agency Financial Operations	Accounting Operations	Ensures revenue is properly accounted for utilizing acceptable accounting rules.

- Please include a list of the employees (name and title) for each subdivision and the number of vacant, frozen, and filled positions. For vacant positions, please indicate how long the position has been vacant.

**Response:**

See attachment B – DMV Position Listing

- Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

**Response:**

There were no changes to the organizational chart in FY 2022. The Organizational Chart (Attachment A) reflects DC DMV’s organizational structure in FY 2023.

2. Please list each new program implemented by the agency during FY 2022 and FY 2023, to date. For each initiative please provide:
  - A description of the initiative, including when begun and when completed (or expected to be completed);
  - The funding required to implement the initiative;
  - Any documented results of the initiative.

**Response:**

Program 1: CDL Entry Level Driver Training (ELDT)  
 Description: Requires all new drivers seeking a first-time Commercial Driver License to complete Entry-Level Driving Training.  
 Status Update: Completed in FY22

Program 2: National Motor Vehicle Title Information System (NMVTIS)  
 Description: Implemented and is participating in the NMVTIS program to protect consumers from fraud and unsafe vehicles and to keep stolen vehicles from being sold. The system allows DMV to verify information instantly and reliably on a paper vehicle title by comparing it to data submitted electronically by the jurisdiction that issued the title.

Status Update: Completed in FY22

Program 3: Mandatory Ignition Interlock Device (IID) Program  
 Description: Requires drivers holding a DC license who have been convicted of an alcohol or drug related driving offence to enroll in the IID Program before the reinstatement of their license.

Status Update: Completed in FY23

Program 4: Expansion of the Self-Service Emission Kiosk Testing Program

Description: The expansion of the self-service emission kiosk testing program was one of the capital projects funded in FY23. Two self-service kiosks will be implemented in FY23. One of the two additional self-service kiosks will be installed in Ward 7 or 8. The two additional kiosks will allow residents with model year 2005 and later vehicles to conduct drive-through self-service emission inspections.

Status Update: Project implementation meetings have begun. The project is expected to be completed by September 30, 2023.

3. Please provide a complete, up-to-date position listing for your agency, ordered by program and activity, and including the following information for each position:
- Title of position;
  - Name of employee or statement that the position is vacant, unfunded, or proposed;
  - Date employee began in position;
  - Salary and fringe benefits (separately), including the specific grade, series, and step of position;
  - Job status (continuing/term/temporary/contract);
  - Whether the position must be filled to comply with federal or local law.
- Please note the date that the information was collected*

**Response:**

See Attachment B (Budget Questions Position Listing).

4. Does the agency conduct annual performance evaluations of all of its employees, and was this done in FY 2022 and FY 2023, to date? Who conducts such evaluations? What are they performance measures by which employees are evaluated? What steps are taken to ensure that all agency employees are meeting individual job requirements? What steps are taken when an employee does not meet individual job requirements?

**Response:**

Yes, DMV conducted annual performance evaluations for 100% of eligible employees in FY 2022. An employee's direct supervisor conducted the evaluation.

At the beginning of the fiscal year, SMART (Specific, Measurable, Achievable, Relevant, and Time-Related) goals were established for all employees and entered into the PeopleSoft performance management system following review/approval by the management chain. Goals for measuring/monitoring employee performance were included in the supervisors' goals. Employees' performance measures are primarily related to customer wait time, employee attendance, employee transaction

time, and employee work habits. All supervisors meet regularly with employees and provide quantitative feedback on performance and coaching. If necessary, employees were placed on Performance Improvement Plans to further monitor performance and provide training/counseling/coaching.

The end-of-year performance evaluations were reviewed and approved by the Administrators. All evaluations below a 3 (*i.e.*, valued employee) or above a 4 were reviewed by the Director.

5. Please list all employees detailed to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

**Response:**

None.

6. Please provide the position name, organization unit to which it is assigned, and hourly rate of any contract workers in your agency, and the company from which they are contracted.

**Response:**

Position Name: Data Warehouse ETL Developer  
Organizational Unit: DMV Office of Information Technology  
Hourly Rate: \$84.46  
Company: Computer Aid, Inc.

Position Name: Data Warehouse ETL Developer  
Organizational Unit: DMV Office of Information Technology  
Hourly Rate: \$84.46  
Company: Computer Aid, Inc.

Position Name: IT Project Manager (Senior)  
Organizational Unit: DMV Office of Information Technology  
Hourly Rate: \$86.52  
Company: Computer Aid, Inc.

Position Name: Parking Lot Attendants (3) Full-time  
Organization Unit: Driver Services  
**Hourly Rate: \$18.13**  
Company: RizeUp Technology Training

Position: Customer Service (1) Full-time  
Organization Unit: Administrative Services  
**Hourly Rate: \$20.01**  
Company: RizeUp Technology Training

Position: Legal Instrument Examiner (2) Full-time  
 Organization Unit: Driver Services  
**Hourly Rate: \$20.01**  
 Company: RizeUp Technology Training

7. Please provide the Committee with:
- A list of all employees who receive cellphones or similar communications devices at agency expense.

**Response:**

See Attachment C (Employee Cellphones and Communication Devices).

- ◆ Please provide the total cost for mobile communications and devices at the agency for FY 2022 and FY 2023 to date, including equipment and service plans.

**Response:**

FY22 Telecommunication costs: \$363,153

FY23 (as of December 30, 2022) Telecommunication costs:  
 \$193,592

- A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.

**Response:**

See the table below:

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2018 Toyota Corolla	OWN	Support Services	DC12167
2018 TOYOTA COROLLA	OWN	IT	DC-12168
2018 TOYOTA COROLLA	OWN	Service Integrity	DC-12169
2018 TOYOTA SIENNA	LEASE	Support Services	DC-11970
2018 CHEVROLET EXPRESS CARGO VAN	LEASE	Support Services	DC-12450
2018 FORD F-350	OWN	Inspection Station	DC-12236
2008 DODGE CARAVAN SE	OWN	IT	DC-5497

2014 DODGE CARAVAN	OWN	Support Services	DC-8804
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-13885
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-13886
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14052
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14053
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14054
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14055

- A list of employee bonuses or special award pay granted in FY 2022 and FY 2023, to date.

**Response:**

DMV did not issue any employee bonuses or special awards in FY 2022 or FY 2023, to date.

- A list of travel expenses, arranged by employee.

**Response:**

*See Attachment D (Travel Training Expenses).*

- A list of the total overtime and worker's compensation payments paid in FY 2022 and FY 2023, to date.

**Overtime**

FY 2022 – \$250,323

FY 2023 (as of January 1) – \$46,040

Workers' Compensation	Financial Type			Grand Total
	Medical	Indemnity	Recovery	
Fiscal Year				
FY 2022	\$23,605.09	\$86,144.21	-\$3,721.00	\$106,028.30
FY 2023	\$6,380.11	\$18,542.16	-\$456.81	\$24,465.46
<b>Grand Total</b>	<b>\$29,985.20</b>	<b>\$104,686.37</b>	<b>-\$4,177.81</b>	<b>\$130,493.76</b>

8. Please provide a list of each collective bargaining agreement that is currently in effect for agency employees.
- Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.

**Response:**

Presently, 181 DMV employees are covered by the American Federation of Government Employees (AFGE) Local 1975. The present agreement expired on September 30, 2010, and has been extended indefinitely.

One (1) employee is covered by the American Federation of Government Employees (AFGE) Local 1403. The working condition agreement is effective from October 1, 2020 to September 30, 2023.

All 178 employees are covered by the Compensation Agreement for Compensation Units 1 & 2, which is currently being negotiated for FY 2022 and beyond. (The time period of the contract is being negotiated.)

- Please provide, for each union, the union leader's name, title, and his or her contact information, including e-mail, phone, and address if available.

**Response:**

See union contact information, below:

Stanley Freeman, Interim President AFGE Local 1975  
(240) 535-7138  
[Freeman.EVPPres.afgelocal1975@gmail.com](mailto:Freeman.EVPPres.afgelocal1975@gmail.com)

Benjamin Bryant, AFGE Local 1403  
441 4<sup>th</sup> Street, NW, 6<sup>th</sup> Floor  
Washington, DC 20001  
(202) 724-6652 (O)  
(856) 651-8780

- Please note if the agency is currently in bargaining and its anticipated completion date.

**Response:**

Not Applicable.

9. Please identify all electronic databases maintained by your agency, including the following:

- A detailed description of the information tracked within each system;
- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system;
- Whether the public can be granted access to all or part of each system.

**Response:**

See the table below:

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Destiny	Stores information on Driver License/ID & Registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transactions with the DMV	21 years	Ongoing upgrades include additional online and mobile customer transactions, Enhancements for RPP issuances, motor vehicle titling, interlock ignition devices process, Mobile application upgrade to integrate with ticket system, and carry out efficient hearing process.
e-TIMS	Ticketing/ Adjudication	Authorized DMV Users	Public is allowed to verify their own information during transactions with the DMV and email ticket alert service	28 years	From the progress made last year with Business Process Reengineering, and revisions to our statement of work to increase focus on adjudication process functions only (no ticket and other integrated process at the issuance stage). DMV (along with the Office of the Chief Technology Officer (OCTO) and Office of the Contracting and Procurement (OCP)), completed the RFP package, which was released in February. We completed proposal evaluations and are undergoing negotiations/clarifications for our Best and Final Offer (BAFO). We anticipate having an executed contract by the end of March 2023.
EnviorTech	Inspection Station Results	Authorized DMV Users	None	7 years	None

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
MIDS	Enhanced DL / ID digital picture system	Authorized DMV Users	None	9 years 3 months	None
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transactions with DMV	13.5 years	None
LMS	Employee Training System for tracking information	DMV Employees only	None	13.5 years	None
KTS	New knowledge testing system	DMV Employees only	None	7 years 9 months	None
ARTS	Appointment and Road Test System	DMV Employees and Customers	Customers can use the system to schedule their road test appointments	6 years 4 Months	None
DL/ID Mailing	DL/ID Card Mailing Status System	DMV Employees and Customers	Customers can verify if their Card was mailed	7 years 3 months	None
New Scanning system	In-house image database for scanned documents	DMV Employees only	None	5 years 4 Months	None
Nemo-Q	New Queuing system	DMV Employees and Customers	Customer wait-time tracking	5 years 10 months	None

10. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 2022 and FY 2023, to date, and whether and how those allegations were resolved.

**Response:**

- The agency complies with the process outlined in the Mayor's Order 2017-313, Sexual Harassment, dated December 18, 2017, in investigating allegations of sexual harassment or misconduct committed by or against its employees.
- FY2022: An employee alleged being sexually harassed by their direct manager. The agency found no violation of the Mayor's Order.
- FY 2023: No allegations have been received to-date in FY 2023.

- FY 2022: An employee filed a hostile work environment (sexual harassment) complaint alleging numerous incidents by a former supervisor. DMV has filed a motion to dismiss several of the claims.
- FY 23: None.

11. For any boards or commissions associated with your agency, please provide a chart listing the following for each member:

- The member’s name;
- Confirmation date;
- Term expiration date;
- Whether the member is a District resident or not;
- Attendance at each meeting in FY 2022 and FY 2023, to date.
- Please also identify any vacancies.

**Response:** See the table below:

<b>Appeals Board</b>	<b>Emeka Chinagorom</b>	<b>Desiree Matthews</b>	<b>Wyndell Banks</b>
	<b>DMV Employee Member</b>	<b>Citizen Member</b>	<b>Attorney Member</b>
Confirmation Date	April 1, 2019	July 19, 2021	October 20, 2014
Attendance FY22 (12 meetings)	100%	100%	100%
Attendance FY23 (3 meetings)	30%	100%	100%
District Resident	Yes	Yes	No
Term Expiration	Not a term employee, resigned 11/4/22	July 19, 2023	December 31, 2022

12. Please list the task forces and organizations, including those inside the government such as interagency task forces, of which the agency is a member and any associated membership dues paid.

**Response:**

DMV is a member of the following task forces and organizations:

- American Association of Motor Vehicle Administration (AAMVA) Emergency Resilience & Response Working Group: DMV's Associate Director is a member of this working group, which addresses motor vehicle administration issues related to planning for and responding to emergencies, or in the event of natural and man-made disasters. This group also considers the ongoing challenges faced by jurisdictions during the COVID-19 crises as well as the broader importance of readiness and resiliency. There is no membership fee.
- International Registration Plan, INC (IRP): The IRP's fundamental principle is to promote and encourage the fullest possible use of the highway system by providing apportioned payments of registration fees, based on the total distance operated in participating jurisdictions. The membership dues were \$7,120 for FY23.
- AAMVA Driver Standing Committee Group: DMV's Director is a member of this working group, which will have the opportunity to influence policy, develop best practices, and make recommendations on the issues that are most important to jurisdictions as they work towards the AAMVA vision of safe drivers, safe vehicles, secure identities, and saving lives. There is no membership fee.
- AAMVA Ignition Interlock Device (IID) Working Group Board: DMV's IID Program Coordinator is a member of this board established to review and update AAMVA's 2018 Ignition Interlock Program Best Practices Guide and to update the guide based on current research and information. There is no membership fee.
- Association of Ignition Interlock Program Administrators (AIIPA): AIIPA is a nonprofit organization improving traffic safety through the development and promotion of best practices, enhancement of program management, and provision of technical assistance to the Ignition Interlock community. The association serves as the industry resource on legislation and policy, program operations, education/training, and technology related to ignition interlock devices. DMV's IID Program Coordinator is a member of this board. The membership fee for FY23 is \$400.
- The Bicycle and Pedestrian Safety Amendment Act of 2016 (DC Law 21-155) established a Major Crash Review Task Force. According to the statute, "The Task Force shall review every crash handled by the Major Crash Unit of the Metropolitan Police Department and recommend to the Mayor and the Council changes to the District's statutes, regulations, policies, and infrastructure that the Task Force

believes would reduce the number of crashes in the District resulting in serious injury or death.”

13. What has the agency done in the past year to make the activities of the agency more transparent to the public?

**Response:**

Most of DMV’s policies, procedures and regulatory requirements are available on our website at [dmv.dc.gov](http://dmv.dc.gov), which is updated regularly to provide the public with the latest information and important updates. During FY22, we continued to communicate with the public about critical information, including operational updates and Vision Zero information, via [dmv.dc.gov](http://dmv.dc.gov), social media, live web and video chats, press releases, emails, phone calls, monthly e-newsletters, and GovDelivery E-Blast notices. Additionally, throughout FY22, the DMV leadership presented at several virtual ANC and community meetings where residents were provided with important information related to the agency’s operational status as well as driver, vehicle, and ticket related services. Specifically, DMV leadership presented at the following community meetings and events in FY22:

**FY22 ANC/Community Meetings (12)**

1. January 8, 2022 – Hillcrest Civic Association Meeting
2. January 18, 2022 – ANC 7B Meeting
3. March 7, 2022 – ANC 4B06 Meeting
4. March 24, 2022 – Ward 5 Council Office Staff Meeting
5. April 18, 2022 – ANC 8A Meeting
6. April 25, 2022 – ANC 4B08 Meeting
7. May 10, 2022 – ANC 8C Meeting
8. May 21, 2022 – Ford Driving Skills for Life Clinic
9. June 1, 2022 – ANC 2F Meeting
10. June 9, 2022 – ANC 3B Meeting
11. July 12, 2022 – ANC 7E Meeting
12. July 13, 2022 – ANC 1A Meeting

Additionally, the agency’s FY22 Performance Accountability Report and FY23 Performance Plan are available on the City Administrator’s website.

14. How does the agency solicit feedback from customers? Please describe.

**Response:**

DMV solicits customer feedback through customer surveys, [support@dcdmv.zendesk.com](mailto:support@dcdmv.zendesk.com), Twitter, Facebook, Instagram, ANC and community meetings, live web chats, GovDelivery E-Notices, and emails sent directly to customers from DMV staff.

- What is the nature of comments received? Please describe.

**Response:**

During FY22, DC DMV received comments and questions specific to a variety of issues related to driver, vehicle, and ticket services. Common examples of customer feedback include, questions related to obtaining a REAL ID driver license or identification card, how to register and title a vehicle, how to contest tickets, and other general services questions. Customers also frequently thanked DMV staff for providing them with a positive experience and shared their interactions publicly on the agency’s social media channels. Customers also commented on experiences that did not meet their expectations.

- How has the agency changed its practices as a result of such feedback?

**Response:**

DMV frequently makes changes to its website and internal customer service policies based on feedback from its customers. The agency also adds information to its website and/or rewrites information to make it easier for customers to understand the process and know what documents they need to successfully complete their transactions. DMV also included customer process issue topics in its weekly employee training sessions to ensure consistency in information and customer service. Additionally, the agency shares customer feedback with other District government agencies that need to address DMV specific questions submitted from constituents.

15. Please complete the following chart about the residency of new hires:

**Response:**

See the table below:

<b>Number of Employees Hired in FY 2021 and FY 2022, to date</b>		
<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	28	25
Term	0	0
Temporary	0	0
Contract	0	0

16. Please provide the agency’s FY 2022 Performance Accountability Report.

**Response:** See Attachment E (DMV FY2022 Performance Accountability Report).

**B. BUDGET AND FINANCE**

17. Please provide a chart showing the agency’s approved budget and actual spending, by division, for FY 2022 and FY 2023, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

**Response:** See the tables below:

FY 2022 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	7,098,412	7,375,783	(277,371)	<i>Overall variance (\$2.1 mil) due to contract related underspending – ticket processing (\$1.1 mil) and secure credentials (\$900K). The remaining \$133K is due to lower than anticipated DGS fixed cost billings.</i>
Agency Financial Operations	748,736	757,377	(8,641)	
Adjudication	15,500,422	15,345,687	154,735	
Vehicle Services	9,037,422	7,862,256	1,175,166	
Driver Services	9,979,448	9,236,305	743,143	
Technology Services	5,327,174	4,981,286	345,888	
<b>Grand Total</b>	<b>47,691,615</b>	<b>45,558,694</b>	<b>2,132,920</b>	

FY 2023 Budget vs. Actuals				
Thru December				
Cost Center (Program)	Budget	Actuals	Variance	Explanation
AGENCY FINANCIAL OPERATIONS DEPARTMENT	773,599	187,646	585,954	Expenditures on target
SUPPORT SERVICES DIVISON	8,686,556	1,158,783	7,527,773	Expenditures on target
ADJUDICATION SERVICES DEPARTMENT	15,937,731	2,153,628	13,784,103	Expenditures on target
DRIVER SERVICES DEPARTMENT	11,470,204	1,725,973	9,744,231	Expenditures on target
EXECUTIVE DEPARTMENT	386,253	81,610	304,643	Expenditures on target
TECHNOLOGY SERVICES DEPARTMENT	7,060,568	1,739,699	5,320,869	Expenditures on target
VEHICLE SERVICES DEPARTMENT	11,003,963	1,328,700	9,675,264	Expenditures on target
<b>Grand Total</b>	<b>55,318,875</b>	<b>8,376,038</b>	<b>46,942,837</b>	

18. Please list any reprogrammings, in, out, or within, related to FY 2022 or FY 2023 funds, to date. For each reprogramming, please list:

- The reprogramming number;
- The total amount of the reprogramming and the funding source (i.e., local, federal, SPR);
- The sending or receiving agency name, if applicable;
- The original purposes for which the funds were dedicated;
- The reprogrammed use of funds.

**Response:** See the tables below for the FY 2022 reprogrammings. No reprogrammings in FY23, to date.

FY 2022 Reprogrammings					
In/Out/Within	Original Purpose of Funds	Type of Funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
Within	Personnel Services	Local	BJKVREP7	IT Contractor Services/ Dedicated Secure Credential Server	322,620
Within	Personnel Services	SPR	BJKVREP6	Inspection Station Emissions Testing Services / Inspection Station Employee Uniforms	164,891
				<b>Total</b>	487,511

FY 2023 Reprogrammings					
In/Out/Within	Original Purpose of Funds	Type of Funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
	<b>None</b>				
				<b>Total</b>	0

19. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY 2022 and FY 2023, to date, including:

- Buyer agency and Seller agency;
- The program and activity codes and names in the sending and receiving agencies' budgets;
- Funding source (i.e. local, federal, SPR);
- Description of MOU services;
- Total MOU amount, including any modifications;
- The date funds were transferred to the receiving agency.

**Response:** See the tables below:

Department of Motor Vehicles						
FY 2022 Intra-Districts						
(Year End-Closing)						
DMV as the Seller						
Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
BOE	HAVA0	BOE - Data Share	\$20,100.00	\$20,100.00	\$0.00	\$0.00
DISB	NHTSA2	Insurance Verification	\$495,000.00	\$495,000.00	\$0.00	\$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	\$70,000.00	\$24,816.56	\$45,183.44	\$0.00
DHCF	DTASHR	DHCF - Data Share	\$58,648.86	\$58,648.86	\$0.00	\$0.00
DFHV	TKTFHV	DFHV - Ticket Processing	\$36,716.00	\$36,716.00	\$0.00	\$0.00
OSSE	OSSINS	OSSE Vehicle Inspections	\$50,400.00	\$34,335.00	\$16,065.00	\$0.00
<b>Grand Total</b>			<b>\$730,864.86</b>	<b>\$669,616.42</b>	<b>\$61,248.44</b>	<b>\$0.00</b>
DMV as the Buyer						
Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	6000	Electricity	\$135,448.53	\$207,849.87	\$0.00	-\$72,401.34
	6258		\$72,401.34	\$0.00	\$0.00	\$72,401.34
			<b>\$207,849.87</b>	<b>\$207,849.87</b>	<b>\$0.00</b>	<b>\$0.00</b>
OCTO	0100	City Wide IT Assessment	\$2,443,781.00	\$2,453,025.79	\$20,583.93	-\$29,828.72
	6258		\$29,828.72	\$0.00	\$0.00	\$29,828.72
			<b>\$2,473,609.72</b>	<b>\$2,453,025.79</b>	<b>\$20,583.93</b>	<b>\$0.00</b>
OFRM	6258	Natural Gas	\$9,541.87	\$9,541.87	\$0.00	\$0.00
OFRM	0100	Phone	\$11,000.00	\$999.96	\$15,000.04	-\$5,000.00
	6000		\$391,898.74	\$380,897.65	\$6,001.09	\$5,000.00
	6258		\$0.00	\$0.00	\$0.00	\$0.00
			<b>\$402,898.74</b>	<b>\$363,135.37</b>	<b>\$21,001.13</b>	<b>\$0.00</b>
OCP	0100	Purchase Card	\$165,000.00	\$244,052.77	\$13,830.76	-\$92,883.53
OCP	6000		\$72,883.53	\$0.00	\$0.00	\$72,883.53
OCP	6258		\$20,000.00	\$0.00	\$0.00	\$20,000.00
			<b>\$257,883.53</b>	<b>\$244,052.77</b>	<b>\$13,830.76</b>	<b>\$0.00</b>
OFT		Armored Car Services	\$14,951.92	\$14,050.29	\$901.63	\$0.00
OFT		Cashier Services	\$227,052.50	\$227,052.50	\$0.00	\$0.00
DDOE	6000	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$399,408.00	\$295,113.85	\$104,294.15	\$0.00
DDOE	6100		\$0.00	\$0.00	\$0.00	\$0.00
			<b>\$399,408.00</b>	<b>\$295,113.85</b>	<b>\$104,294.15</b>	<b>\$0.00</b>
DGS	0100	Security	\$1,081,748.84	\$1,340,430.26	\$0.00	-\$258,681.42
DGS	6258		\$557,397.81	\$0.00	\$298,716.39	\$258,681.42
			<b>\$1,639,146.65</b>	<b>\$1,340,430.26</b>	<b>\$298,716.39</b>	<b>\$0.00</b>
DPW	0100	Fleet	\$70,759.86	\$70,759.86	\$0.00	\$0.00
DCHR	0100	Suitability & Compliance Services	\$5,565.82	\$4,665.66	\$900.16	\$0.00
DPW	0100	Shared Services	\$392,011.97	\$392,011.97	\$0.00	\$0.00
	6258		\$44,955.03	\$44,955.03	\$0.00	\$0.00
			\$436,967.00	\$436,967.00	\$0.00	\$0.00
OFRM	6258	Water	\$52,334.72	\$52,256.22	\$78.50	\$0.00
OFRM	6258	Sustainable Energy	\$14,568.17	\$9,625.31	\$4,942.86	\$0.00
DGS	0100	Occupancy	\$894,696.75	\$1,136,105.07	\$108,310.93	-\$349,719.25
	6000		\$199,121.59	\$0.00	\$0.00	\$199,121.59
	6258		\$150,597.66	\$0.00	\$0.00	\$150,597.66
			<b>\$1,244,416.00</b>	<b>\$1,136,105.07</b>	<b>\$108,310.93</b>	<b>\$0.00</b>
DGS	6258	Waste Management	\$12,239.56	\$663.09	\$11,576.47	\$0.00
OCTO	0100	Staff Recognition Tracking App	4,713.28	\$0.00	\$4,713.28	\$0.00
OCTO	0100	Secure Credentialing Project	133,066.74	\$67,359.74	\$65,707.00	\$0.00
OCTO	7000	DCAS-DMV Vehicle Title Verification Inte	29,848.85	\$20,289.50	\$9,559.35	\$0.00
	0100	Sign Language Interpretation Services	3,433.54	\$3,433.54	\$0.00	\$0.00
<b>Grand Total</b>			<b>\$7,640,256.34</b>	<b>\$6,956,377.56</b>	<b>\$665,116.54</b>	<b>\$0.00</b>

Department of Motor Vehicles						
FY 2023 Inter-Agency Report						
December						
Description of Service	Fund	Budget	Commitment / Obligations	Expenditures	Available Balance	
Armored Car	1010001	\$17,815.38	\$0.00	\$0.00	\$17,815.38	
Cashier Services	1010001	\$227,053.00	\$0.00	\$0.00	\$227,053.00	
FY23 IT Assessment	1010001	\$2,496,090.30	\$395,450.56	\$878,154.72	\$1,222,485.02	
	1060310	\$30,467.49	\$0.00	\$0.00	\$30,467.49	
		\$2,526,557.79	\$395,450.56	\$878,154.72	\$1,252,952.51	
Clean Air Monitoring	1060260	\$399,408.00	\$0.00	\$43,554.64	\$355,853.36	
FY23 IT Assessment	1010001	\$279,175.35	\$193,592.11	\$0.00	\$85,583.24	
FY23 Telecom	1010001	\$161,484.88	\$0.00	\$0.00	\$161,484.88	
SIL City Wide MOU	1010001	\$2,100.00	\$0.00	\$0.00	\$2,100.00	
Fleet Management	1060260	\$30,683.23	\$0.00	\$0.00	\$30,683.23	
	1060310	\$3,553.94	\$0.00	\$0.00	\$3,553.94	
		\$34,237.17	\$0.00	\$0.00	\$34,237.17	
Shared Services	1010001	\$410,814.51	\$0.00	\$0.00	\$410,814.51	
	1060310	\$46,528.49	\$0.00	\$0.00	\$46,528.49	
		\$457,343.00	\$0.00	\$0.00	\$457,343.00	
Gas	1060310	\$42,388.88	\$0.00	\$4,065.36	\$38,323.52	
Electricity	1010001	\$104,782.49	\$0.00	\$5,620.91	\$99,161.58	
	1060260	\$64,301.79	\$0.00	\$60,753.05	\$3,548.74	
	1060310	\$90,380.66	\$0.00	\$0.00	\$90,380.66	
		\$259,464.94	\$0.00	\$66,373.96	\$193,090.98	
Water	1060310	\$62,387.67	\$0.00	\$6,698.82	\$55,688.85	
Occupancy	1010001	\$897,528.13	\$478,428.39	\$147,884.02	\$271,215.72	
	1060260	\$199,751.74	\$0.00	\$0.00	\$199,751.74	
	1060310	\$183,856.22	\$111,758.62	\$2,888.08	\$69,209.52	
		\$1,281,136.09	\$590,187.01	\$150,772.10	\$540,176.98	
FY23 Sustainable Energy	1060310	\$23,501.49	\$10,593.08	\$580.26	\$12,328.15	
Waste Management	1060310	\$20,043.39	\$711.88	\$0.00	\$19,331.51	
Security Services	1010001	\$1,543,818.68	\$439,221.20	\$0.00	\$1,104,597.48	
	1060310	\$523,985.78	\$376,701.00	\$0.00	\$147,284.78	
		\$2,067,804.46	\$815,922.20	\$0.00	\$1,251,882.26	
<b>Totals</b>		<b>\$7,861,901.49</b>	<b>\$2,006,456.84</b>	<b>\$1,150,199.86</b>	<b>\$4,705,244.79</b>	

20. Please provide a list of all MOUs in place during FY 2022 and FY 2023, to date, that are not listed in response to the question above.

**Response:** See the tables in response to above question.

21. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY 2022 and FY 2023, to date. For each account, please list the following:

- The revenue source name and code;
- The source of funding;
- A description of the program that generates the funds;
- The amount of funds generated by each source or program in FY 2022 and FY 2023, to date;
- Expenditures of funds, including the purpose of each expenditure, for FY 2022 and FY 2023, to date.

**Response:** See the tables below:

Department of Motor Vehicles							
Special Purpose Revenue Accounts							
FY 2022							
Code	Title	Source of Funding (Who Pays?)	Description	Collects.	Expend.	Description	
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	Funds the International Registration Plan (IRP). IRP allows apportioned vehicle owners/operators to comply with laws of all jurisdictions in which they operate. Excess IRP funds can be used to offset other DMV costs.	\$2,358,012	\$2,358,012	PS Costs:	226,202
						Supplies:	
						Fixed Costs:	720,468
						Other Services and Charges:	788,630
						Contractual Services:	622,712
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	91,126	2,473	Contractual Services	2,473
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	5,324,945	4,442,955	PS Costs:	2,422,691
						Supplies:	103,262
						Fixed Costs:	553,767
						Other Services and Charges:	525,151
						Contractual Services: Equipment:	598,468 239,616
				7,774,083	6,803,440	6,803,440	

Department of Motor Vehicles							
Special Purpose Revenue Accounts							
FY 2023 (thru December)							
Code	Title	Source of Funding (Who Pays?)	Description	Collects.	Expend.	Description	
1060260 (6000)	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	Funds the International Registration Plan (IRP). IRP allows apportioned vehicle owners/operators to comply with laws of all jurisdictions in which they operate. Excess IRP funds can be used to	\$501,678	\$322,431	PS Costs:	84,234
						Supplies:	
						Fixed Costs:	60,753
						Other Services and Charges:	177,443
						Contractual Services:	
1060290 (6100)	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	7,850	2,976	Contractual Services	2,976
1060310 (6258)	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	1,342,715	744,391	PS Costs:	519,080
						Supplies:	
						Fixed Costs:	16,897
						Other Services and Charges:	143,053
						Contractual Services:	19,416
						Equipment:	45,946
				1,852,243	1,069,798	1,069,798	

22. Please provide a list of all projects for which your agency currently has capital funds available. Please include the following:

- A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes);
- The amount of capital funds available for each project;
- A status report on each project, including a timeframe for completion;
- Planned remaining spending on the project.

**Response:**

See Attachment F (Capital Projects Activity Sheet).

23. Please provide a complete accounting of all federal grants received for FY 2022 and FY 2023, to date, including the amount, the purpose for which the funds were granted, whether those purposes were achieved and, for FY 2022, the amount of any unspent funds that did not carry over.

**Response:**

See the table below:

DEPARTMENT OF MOTOR VEHICLES										
Federal Grants										
(FY2022/ 2023)										
Award Date	CFDA#	Federal Agreement Number	Grant No	Grant Ph	Grant No Title	Performance Period	Total Amount of Agreement	FY 2022 Budget	Commitments/ Expenditures	Available Budget Balance to Roll Over to FY 2023
9/23/2019	20.232	FM-CDL-0349-19-01-00	CDL019	19	FY 2019 CDL PROGRAM IMPROVEMENT PROJECT	09/23/2019 - 09/23/2023	329,500.00	329,500.00	21,131.80	308,368.20
							329,500.00		0.00	308,368.20
								FY 2023 Budget	Commitments/ Expenditures	Available Budget Balance
								308,368.20	0.00	308,368.20
								308,368.20	0.00	308,368.20
<b>Grant Description/Purpose:</b>										
Grant funding will be used to acquire hardware upgrades and enhance the District's CDL Knowledge and Skills Testing systems (eCDL) to improve system reliability, processing accuracy, data accuracy, and timeliness and bring the testing system into compliance with AAMVA CDL 2005 Test Model (2017 version).										

24. Please list each contract, procurement, lease, and grant (“contract”) awarded, entered into, extended and option years exercised, by your agency during FY 2022 and FY 2023, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party;
- The nature of the contract, including the end product or service;
- The dollar amount of the contract, including budgeted amount and actually spent;
- The term of the contract;
- Whether the contract was competitively bid or not;
- The name of the agency’s contract monitor and the results of any monitoring activity;
- Funding source;
- Whether the contract is available to the public online.

**Response:**

See Attachment G (DMV Contracts List).

25. Please provide the details of any surplus in the agency’s budget for FY 2023, including:

- Total amount of the surplus;
- All projects and/or initiatives that contributed to the surplus.

**Response:** See Question 17 response (above).

**C. LAWS, AUDITS, AND STUDIES**

26. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement.

**Response:**

None.

27. Please identify any statutory or regulatory impediments to your agency’s operations or mission.

**Response:**

None.

28. Please list all regulations for which the agency is responsible for oversight or implementation. Where available, please list by chapter and subject heading, including the date of the most recent revision.

**Response:**

DCMR Title 18, Vehicles and Traffic, as indicated in the table below. The information does not include any amendments that DDOT may have promulgated.

<b>Chapter #</b>	<b>Chapter Title</b>	<b>Amendment Date</b>
1	ISSUANCE OF DRIVER LICENSES	07/29/22
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	12/16/2022
4	MOTOR VEHICLE TITLE AND REGISTRATION	03/26/2021
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	03/16/2021
7	MOTOR VEHICLE EQUIPMENT	01/04/2019
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	2/2/2007
10	PROCEDURES FOR ADMINSTRATIVE HEARINGS	11/30/2018
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	COMMERCIAL DRIVER LICENSES AND COMMERCIAL LEARNER PERMITS	02/24/2022
22	MOVING VIOLATIONS (In conjunction with DDOT)	08/11/2017
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	10/18/2013
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	2/25/2022

Chapter #	Chapter Title	Amendment Date
99	DEFINITIONS	12/30/2022

29. Please explain the impact on your agency of any federal legislation or regulations adopted during FY 2022 and FY 2023, to date, that significantly affect agency operations or resources.

**Response:**

None.

30. Please provide a list of all studies, research papers, and analyses (“studies”) the agency requested, prepared, or contracted for during FY 2023. Please state the status and purpose of each study.

**Response:**

None.

31. Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2022 and FY 2023, to date.

**Response:**

See the table below:

**DC DMV Investigations, Studies, Audits & Reports**

FY22	DMV Service Integrity	Investigations into suspected fraud initiated through the new NMVTIS program.	Ongoing/Results of investigations reported to NMVTIS Coordinator
FY21, FY22, FY23	DMV Service Integrity	Inventory audits to ensure integrity and security of inventory/DMV property	Completed. Results were submitted to Associate Director
FY21, FY22, FY23	DMV Service Integrity	DC Dealer Audits	On-going

32. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, please explain why.

**Response:**

None.

33. Please list any reporting requirements required by Council legislation and whether the agency has met these requirements.

**Response:**

See the information below:

1) D.C. Official Code § 50-1002: Annual report regarding traffic violation convictions for the previous year received by the District and sent by the District from other jurisdictions as well as the number of suspensions and revocations is due every June 30.

**Response:** DMV has met the requirement.

(2) D.C. Official Code § 50-2301.08: Annual report on parking and traffic enforcement for previous year including information concerning hearing examiners, the number of infractions issued; the number of answers filed for moving, parking, standing, stopping and pedestrian violations; the number of Notice of Infractions (NOIs) for which sanctions were imposed; number of NOIs issued to lessors; the number of appeals filed with Traffic Adjudication Appeals Board (TAAB) the number of appeals filed with Superior Court; the number of appeals filed with District Court of Appeals; the number of vehicles towed and booted; the total revenues generated; and the number of requests for reconsideration.

**Response:** DMV has met the requirement.

(4) D.C. Official Code § 50-2302.01 (Miscellaneous Notes): The Mayor shall report and make recommendations as to whether District should implement remediation and deferred disposition program.

**Response:** DMV has met this requirement.

(5) D.C. Official Code § 50-1951.03: Publication of moving infraction data. Shall only apply on inclusion of fiscal effect in an approved budget and financial plan.

**Response:** DMV has met this requirement.

34. Please list all pending lawsuits that name the agency as a party, and provide the case name, court where claim was filed, case docket number, and a brief description of the case.

**Response:**

**Claudia Allen, Case No. 2020-CA-003374:**

Plaintiff claimed that DMV's failure to follow US Postal Service guidelines in designing pre-addressed envelopes (by using a red ink) included with notices of infraction caused her mailed payment to be returned and the fine to be doubled. Experts for both parties testified that it was highly unlikely that the red ink resulted in the envelope being returned. The Court granted DMV's Summary Judgment motion on 7/11/2022. Plaintiff has filed a Notice of Appeal.

**Zorgani, et al. 1:17-cv-02360(EGS)**

Plaintiff Mohamed Zorgani claimed that DMV mistakenly suspended his driver license and he was subsequently arrested for driving on a suspended license. His lawsuit alleges negligence, violation of statute and deprivation of civil rights. His spouse, Soukaina Zorgani is claiming loss of consortium. Mr. Zorgani had received a moving violation and did not timely pay it.

**Parham, et al. (22-2481 (CKK))**

Five plaintiffs filed a lawsuit in D.C. Superior Court claiming, among other things, that their constitutional rights were infringed upon due to Clean Hands restrictions, thus preventing them from renewing their respective driver licenses. The case was removed to U.S. District Court. On December 17, 2022, the Court granted a preliminary injunction in favor of the plaintiffs and additionally precluded DMV from enforcing Clean Hands to deny any application the ability to obtain or renew a driver license.

35. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY 2022 or FY 2023, to date, including any covered by D.C. Code § 2-402(a)(3), and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

**Response:**

In FY 2022, the Office of Risk Management on behalf of DMV reached a settlement with a customer in the sum of \$26.50 pertaining to property damage that occurred while the customer's vehicle was going through the inspection process.

36. Please list any administrative complaints or grievances that the agency received in FY 2022 and FY 2023, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY 2023 or FY 2023, to date, describe the resolution.

**Response:**

**UNION GRIEVANCES**

FY 22:

1. Separate grievances were filed on behalf of three employees pertaining to Weingarten rights.
2. A grievance was filed on behalf of an employee concerning a hostile work environment.
3. A grievance was filed regarding denial of an ADA request.
4. A group grievance was filed pertaining to security cameras.

FY 23:

1. Several grievances were filed pertaining to an employee's complaint that Weingarten rights were violated.
2. Group grievance was filed pertaining to a group complaint that management was unfair to some employees.
3. A grievance was filed pertaining to verbal threats made to an employee.

**OFFICE OF EMPLOYMENT APPEALS (OEA)**

FY 22:

A former probationary employee filed a petition seeking reinstatement. DMV filed a motion to dismiss for lack of jurisdiction based on the probationary status of the former employee. The matter was ordered dismissed.

FY 23:

A former MSS employee filed a petition seeking reinstatement. DMV filed a motion to dismiss for lack of jurisdiction based on the MSS status of the former employee. The matter was ordered dismissed.

## **OFFICE OF HUMAN RIGHTS**

FY 22

An employee filed a hostile work environment (sexual harassment) complaint alleging numerous incidents by a former supervisor. DMV has filed a motion to dismiss several of the claims.

FY 23: None.

## **MAYOR'S ORDER 2017-31 (SEXUAL HARASSMENT)**

FY 22:

An employee alleged being sexually harassed by their direct manager. The agency found no violation of the Mayor's Order.

FY 23: None

## **D. EQUITY**

37. How does the agency assess whether programs and services are equitably accessible to all District residents?

### **Response:**

The agency ensures that it is in compliance with the District's policies and procedures regarding equity and accessibility to all District residents. For example, if a resident requires an ADA accommodation to take the Knowledge Test, then the resident will be directed to contact DC DMV's ADA coordinator to make the needed accommodations.

- What were the results of any such assessments in FY 2023, to date?

### **Response:**

DC DMV is able to provide the majority of residents with the accommodations required for them to conduct their DC DMV business whether that was with an ADA accommodation, assistance from the

Language Line, publishing job openings through different communications vehicles, etc.

- What changes did the agency make in FY 2022 and FY 2023, to date, or does the agency plan to make in FY 2024 and beyond, to address identified inequities in access to programs and services?

**Response:**

DMV will continue to make our service options as transparent as possible. The agency is also in the process of hiring a Human Resources Specialist who will focus on diversity, equity, and inclusion to ensure DC DMV programs and services are equitably accessible to all.

- Does the agency have the resources needed to undertake these assessments?

**Response:**

We continue to work with the Mayor's Office on any resources required to undertake these assessments, and the new Human Resources Specialist will also work closely with the Office of Racial Equity on assessments.

- What would be needed for the agency to more effectively identify and address inequities in access to agency programs and services

**Response:**

DMV continues to work with the Mayor's Office on any resources needed. The agency also works closely with the Office of Racial Equity in identifying and addressing inequities in DMV's programs and services to better serve our customers.

38. Does the agency have a racial or social equity statement or policy? Please share that document or policy statement with the Committee.

**Response:**

No; however, the agency strives to achieve the racial equity mission and guiding principles developed by the Office of Racial Equity. *See* <https://ore.dc.gov/page/mission-and-guiding-principles>.

- How was the policy formulated?

**Response:**

Not Applicable.

- How is the policy used to inform agency decision-making?

**Response:**

It is used to ensure that the agency is making decisions through a racial equity lens.

- Does the agency have a division or dedicated staff that administer and enforce this policy?

**Response:**

All Senior Leaders and Managers are dedicated to administering and enforcing the policy.

- Does the agency assess its compliance with this policy? If so, how, and what were the results of the most recent assessment?

**Response:**

The agency's leadership has adopted ORE's guiding principles and regularly discusses ways to make DMV services more transparent and available to the diverse customers that the agency serves. DMV is also monitoring and evaluating how we make our services more mobile for individuals not able to come to a service location. Additionally, DMV is collecting demographic information from its employees to establish benchmarks to continuously improve on following ORAE's racial equity guiding principles.

39. Does the agency have an internal equal employment opportunity statement or policy?

**Response:**

Yes.

Please share that document or policy statement with the Committee.

**Response:**

See Attachment H (EEO Policy Statement).

- How was the policy formulated?

**Response:**

The policy was formulated based upon the DC Humans Right Act.

- How is the statement or policy used to inform agency decision-making?

**Response:**

When addressing EEO complaints from employees or residents, DMV ensures that it follows the established policy.

- Does the agency have a division or dedicated staff that administer and enforce this policy?

**Response:**

All Senior Leaders and Managers are dedicated to administering and enforcing the policy.

Additionally, the agency has an EEO officer/counselor to advise agency staff and handle EEO cases from other District Government agencies.

- Does the agency assess its compliance with this policy? If so, how, and what were the results of the most recent assessment?

**Response:**

DMV is in compliance with the EEO policy. Complaints by DMV employees are referred to other agencies to avoid conflicts of interest, and the agency has an EEO Officer and EEO Counselor available to provide guidance to employees as well as handle complaints from other District Government agencies. DMV ensures that the equal opportunity statement is posted in the breakrooms at all DMV facilities. It is also available on the agency's intranet.

**E. COVID-19 PANDEMIC RECOVERY**

40. **Please give an overview of any initiatives DMV started in response to the COVID-19 pandemic that have been incorporated into the agency's permanent operations.**

**Response:**

We continued the increased cleaning procedures. DMV recommends customers wear facial covering. DMV also recommends employees wear a

facial covering, and each person has been provided with hand sanitizer, sanitizing wipes, and disinfectant spray to clean their areas daily as needed. Plexiglass remains in place as an additional barrier between employees and the public.

All customers taking a driver road test are required to wear a facial covering during their in-vehicle portion of a road test. This requirement has been incorporated into the agency's permanent operations, until further notice.

Additionally, during FY21 and FY22 a number of initiatives were implemented in response to COVID to promote social distancing and encourage customers to *skip the trip*. In December 2021, DMV completed expansion of its virtual hearing program to include all tickets adjudicated by DMV and revocation and reinstatement hearings. This hearing option allows customers to have their ticket hearing from the comfort of their home or office. Similarly, in June 2022, DMV launched the Adjudication Customer Service Chat, which allows individuals to login into DMV's website and chat with a live agent to answer ticket and adjudication related questions. The service is available Monday – Friday from 10am to 2pm.

Lastly, DMV has successfully implemented the Private Vehicle Sale online portal, which allows District residents to title and register their vehicles without visiting a service center. District residents who have recently purchased a vehicle through a private sale have the option to title and register the vehicle in the District through a hybrid internet/mail transaction. This initiative started in response to the COVID-19 pandemic and has been incorporated into the agency's permanent operations.

41. Which of DMV's divisions are currently working remotely?

**Response:**

None

- What percentage of DMV's total employees currently work remotely?

**Response:**

Zero (0)

- Please provide a copy of the agency's Continuing Operations Plan and any remote working protocol.

**Response:** Please refer any questions regarding Continuing Operations Plans to the Office of the City Administrator.

42. How has the agency ensured that all staff have access to appropriate equipment and internet connection, so as to work from home?

**Response:**

DMV IT provided laptops to those employees who required it. Employees were required to provide their own internet connection. However, when needed, DMV provided internet “Hot Spots” in order to enable employees to work from home.

43. **How much federal stimulus relief was directed to the agency during FY 2022 and FY 2023, to date, and for what purposes was it used? Is the agency anticipating any formula-based funding from the Infrastructure Investment and Jobs Act, the Inflation Reduction Act, or any other recent federal legislation, and how will that be factored into the upcoming budget submission or supplemental budget? Please describe the uses of any such anticipated formula-based funding.**

**Response** FY2022 – There were no funds.

**FY 2023 – \$310,000**

**District's Approved Budget**

**Enhance:** The Local funds budget for the Department of Motor Vehicles contains an increase of \$310,000 in ARPA – Federal Funds for Local Revenue Replacement funding. This increase to the Technology Services Program division will support the expansion of Information Technology system improvements needed to conform with the Clean Hands Certification Equity Amendment Act of 2021. This increase in spending is supported by Coronavirus Relief funds from the American Rescue Plan Act.

44. Was the agency a recipient of any other federal grants stemming related to the public health emergency during FY 2022 and FY 2023, to date?

**Response:**

No

45. Please provide a list of agency grant recipients that were asked to reduce services, including by how much (in dollars or percentage), in FY 2022 and FY 2023, to date.

**Response:**

None

46. **How did DMV update its methods of communications and public engagement to connect with customers during the pandemic and what specific procedures and processes will remain in place with a broader post-pandemic recovery?**

**Response:**

DMV introduced several new initiatives in FY22 to streamline and enhance the communication process between the agency and the public. Specifically, on DMV’s website, the agency launched a new “Chat” feature

on all “Ticket Services” webpages. Visitors to the website may click on a chat icon, submit their ticket related questions, and a representative from Adjudication Services is available to answer all questions in real time. The chat feature is available Monday through Friday from 10 a.m. to 2 p.m. DMV will continue to offer Adjudication Chat to our website visitors for the foreseeable future.

Additionally, on January 24, 2022, the agency expanded its virtual hearings to include parking and photo enforcement tickets. Virtual hearings were previously available only for minor moving violations. The service was offered as a pilot in March 2020 to address the challenges presented by the public health emergency, particularly concerns related to social distancing. Virtual hearings have been well received by the public and they will continue to be offered as safe and convenient option beyond the post-pandemic recovery.

In FY22, more DMV employees were trained in Zendesk, the agency’s CSR communications platform launched in FY21. Zendesk continues to help DMV streamline the external communication process by responding to all inquiries submitted through the agency’s website, social media, the Mayor’s office, and constituent services. All responses are submitted on a single platform. Zendesk also maintains a record of all inquiries and responses, creating a database that DMV employees can easily access to better assist customers. Zendesk continues to help the agency reduce the number of duplicative inquiries being submitted through multiple channels (*e.g.*, on the agency’s website, social media pages, etc.), thus freeing up resources for DMV staff to provide timely and personalized customer service. DMV plans to expand CSR communications platform through the Zendesk platform and it will remain an integral communications tool for the agency for the foreseeable future.

Throughout FY22, DMV also continued to increase its engagement on social media. On June 30, 2022, the agency hosted its first live video chat across all of the agency’s social media platforms (*e.g.*, Facebook, Twitter, Instagram, and YouTube). Members of DMV’s leadership team, including Director Robinson, participated in the hour-long video event and answered viewer questions in real time. The agency also created greater engagement on social media by creating themed content each month, posting employee “spotlight” content, and weekly quizzes focused on public safety. DMV plans to host quarterly live video chats on social media through FY23 and beyond.

Finally, the agency continued to utilize GovDelivery on a regular basis throughout the year to communicate important updates to the public. DMV went from approximately 460,000 GovDelivery subscribers at the beginning of 2021 to more than 500,000 subscribers at the end of the

calendar year. Moreover, the agency engaged directly with local ANC Commissioners and made DMV leadership available to provide agency updates to constituents via community meetings throughout the year. DMV will continue to leverage GovDelivery to broadly communicate important updates and the agency will continue to do direct community outreach so DMV leadership can engage directly with residents and their local representatives.

47. For any reductions to services, programs, or staffing, please provide the agency's plans to mitigate those in future Fiscal Years.

**Response:**

Not Applicable.

48. *What competitive or application-based funding in the Infrastructure Investment and Jobs Act, the Inflation Reduction Act, or any other recent federal legislation has DMV identified as being eligible for? Please provide a description of the type of funding, and the proposed use for that funding, for which the agency has submitted, or plans to submit, applications. If there is funding that DMV has identified being eligible to apply for but does not plan to apply for, please explain why.*

**Response:**

None.

49. *For all federal funding identified in question 48, please describe any local matching requirements.*

**Response:**

None.

50. *Are there other ways that DMV plans to leverage federal funding opportunities identified in question 48 to maximize the impact for the District and District residents?*

**Response:**

None.

## **F. PROGRAM-SPECIFIC QUESTIONS**

51. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2022 and FY 2023, to date. Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

**Response:**

See the table below:

FY22 DMV Adjudication Caseload Statistics			
	FY 2021	FY 2022	FY 2023
			(Thru 12/31/22)
<i>Parking Citations</i>			
Number of Citations Processed	706,170	1,278,033	317,953
Number of Requests for Adjudication Filed	117,977	310,237	70,360
Number of Cases Pending as of October 1	11,613	19,494	14,288
Number of Final Orders Issued ****	50,937	112,617	36,606
Number of Final Orders that Dismissed	19,322	41,648	12,674
Number of Final Orders that Affirmed	30,438	68,950	23,427
<i>Moving Citations</i>			
Number of Citations Processed	42,602	42,502	10,577
Number of Requests for Adjudication Filed	26,685	43,586	5,386
Number of Cases Pending as of October 1	427	279	1,109
Number of Final Orders Issued ****	9,020	9,230	2,533
Number of Final Orders that Dismissed	4,761	5,083	1,725
Number of Final Orders that Affirmed	4,101	3,902	804
<i>Photo Citations</i>			
Number of Citations Processed	1,477,167	1,409,498	306,020
Number of Requests for Adjudication Filed	217,348	330,254	48,900
Number of Cases Pending as of October 1	13,043	22,333	26,209
Number of Final Orders Issued ****	101,688	91,396	23,031
Number of Final Orders that Dismissed	18,062	15,043	3,124

Number of Final Orders that Affirmed	80,407	73,979	19,469
<i>Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters)</i> <i>*Limited Occupational License, No Action &amp; FTA figures not listed</i>			
Number of Requests for Adjudication Filed	815	804	114
Number of Cases Pending as of October 1	N/A	N/A	N/A
Number of Final Orders Issued	815	804	114
Number of Final Orders that Dismissed (Approved for Reinstatement)	470	359	71
Number of Final Orders that Affirmed (Revoked/Suspended by Examiner)	103	59	7
<i>General</i>			
Mean Length of Time Required to Close a Case (Filing to Final Order)	31 days	83 days	101 days
Number of Hearing Examiners	21	21	21
Mean Caseload per Hearing Examiner	7,697	10,154	2,960
<i>Traffic Adjudication Appeals Board</i>			
Number of Cases Pending as of Oct 1st	80	66	64
Number of Final Orders Appealed - (Dispo 80)	961	776	221
Number of Decisions Issued - (Dispos after Dispos 80)	885	1,114	228
Mean Length of Time Required to Close a Case	90 days	74 days	71 days
Number of Board Meetings	Biweekly	Biweekly	Biweekly
<i>*Collections</i>			
Number of Citations Processed	2,225,939	2,730,033	634,550
Value of Citations Processed	\$236,312,975	\$395,636,911	\$76,417,373
Parkers	\$42,937,708	\$117,843,433	\$25,708,110
Movers	\$5,598,977	\$9,276,873	\$2,039,563
Photo	\$187,776,290	\$268,516,605	\$48,669,700

Number of Citations Paid	1,602,067	1,888,885	421,115
Number of Citations Paid to DMV pre-collections	1,229,030	1,498,732	274,596
Value of Citations Paid to DMV pre-collections	\$126,805,423	\$153,063,943	\$25,211,672
Number of Citations Paid to Outside Collectors	373,037	390,153	146,519
Value of Citations Paid to Outside Collectors	\$34,249,073	\$31,014,384	\$13,692,134
Number of Citations Paid during the Ticket Amnesty Program Period	781,765	473,137	N/A
Value of Citations Paid during the Ticket Amnesty Program Period	\$76,026,536	\$43,956,157	N/A
Number of Unpaid Citations	931,716	1,129,740	331,230
Number of Unpaid Citations Owed by District Residents	187,123	233,082	77,037
Number of Unpaid Citations Owed by Maryland Residents	391,406	460,994	124,846
Number of Unpaid Citations Owed by Virginia Residents	238,255	296,274	86,711
Number of Unpaid Citations Owed by Residents of Other Jurisdictions	114,932	139,390	42,636
Value of Unpaid Citations	\$103,168,055	\$216,204,267	\$49,852,641
Value of Unpaid Citations Owed by District Residents	\$19,064,934	\$39,899,317	\$10,690,308
Value of Unpaid Citations Owed by Maryland Residents	\$44,983,293	\$93,842,233	\$19,558,115
Value of Unpaid Citations Owed by Virginia Residents	\$26,625,056	\$57,406,792	\$13,403,613
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$12,494,772	\$25,055,925	\$6,200,605
*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database			
**** Includes continued cases, but excludes administrative dispositions			

52. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2022 and FY 2023, to date (*i.e.* ticket submitted late for processing, etc.).

**Response:**

See the table below:

Dismissal Reason	FY21	FY22	FY23 (thru 12/31/22)
Ticket dismissed based on 15-year discharge policy (dispo 137)	243,699	323,933	56,049
Dismissed on merits- legal defense to ticket provided (dispo 24)	13,366	25,561	8,483
Ticket dismissed for poor image (dispo 8)	6,495	4,660	856

53. Please provide the five most common legal defenses leading to dismissal on the merits of a parking, moving, or automated traffic enforcement ticket in, FY 2022 and FY 2023, to date.

Response:

See the table below:

Dismissal Reason	FY21	FY22	FY23 (thru 12/31/22)
Poor Image *	6,495	4,660	856
Multiple Vehicles*	1,365	1,277	220
Officer Absent	1,331	2,064	250
Park Mobile Receipt	455	2,723	836
ROSA Exemption	34	1,089	281

\*Relates to photo enforcement tickets

54. For FY 2022 and FY 2023, to date, what percentage of parking tickets were not responded to by day 30? By day 60?

Response:

See the table below:

	No response by day 31	No response by day 61
FY21	42.27%	12.66%
FY22	41.74%	13.87%
FY23 (thru 12/31/2022)	39.02%	8.83%

55. How many parking tickets are currently outstanding? What is the total dollar amount of those tickets? Please provide a percentage breakdown of the jurisdictions that these outstanding tickets to vehicles are registered to.

**Response:**

See the table below:

	FY21	FY22	FY23 (thru 12/31/22)
Total Parking Tickets Outstanding	299,305	471,932	155,807
Total Dollar Amount	\$20,330,108	\$58,682,407	\$16,027,526

**Response:**

See the table below:

%Breakdown by Jurisdictions	FY21	FY22	FY23 (thru 12/31/22)
Parking Tickets DC	25%	23%	26%
Parking Tickets MD	33%	34%	32%
Parking Tickets VA	27%	28%	27%
Parking Tickets Other	16%	14%	14%

56. What is the average length of time for tickets issued via automated handheld devices to be uploaded into the DMV's ticket processing system?

**Response:**

The average length of time for tickets issued via automated handheld devices to be uploaded into the DMV's ticket processing system is 24 hours.

- a. What percentage of parking tickets issued by District agencies are via a handwritten ticket?

**Response:**

See the table below:

	FY21	FY22	FY 23 (thru 12/31/22)
Percentage of handwritten parking tickets	7%	10%	4%

57. When a handwritten ticket is issued, often by WMATA or federal law enforcement agencies, what is the average length of time for such information to be uploaded into the DMV's ticket processing system?

**Response:**

See the table below:

	FY21	FY22	FY23 (thru 12/31/22)
Average length of time tickets uploaded	33.49 days	33 days	17 days
Average length of time tickets uploaded and dismissed due to late NOI	49.86 days	119 days	30 days

58. Please provide the following information about each panel of the Traffic Adjudication Appeals Board (TAAB):

- The name, panel number, and whether the member is an OAG employee, DMV employee, or citizen member.

**Response:**

See the table below:

Panel #	DMV Employee Member	Citizen Member	Attorney Member (OAG)
Board 1	Emeka Chinagorom	Desiree Matthews	Wyndell Banks

- Any current vacancies on a panel (and when the Department anticipates filling such vacancies)

**Response:**

Yes, DMV employee member, Emeka Chinagorom resigned in November 2022. It is anticipated that a new employee will be assigned to the Board in January 2023.

59. Please provide the number of adjudications processed in FY 2022, and FY 2023 to date, broken down by category (in-person, online, and mail).

**Response:**

See the table below:

Source	FY21	FY22	FY23 (thru 12/31/22)
In-person	10,347	24,324	5,740
Mail	16,701	20,379	5,283
Online	130,929	158,781	47,806
Virtual	3,668	9,745	3,341

60. What percentage of DMV in-person transactions in FY 2022 and FY 2023, to date, required use of the language line for translation services?

**Response:**

We are obtaining the specific data and anticipate that the numbers will be similar to what they were in the fiscal year 2021. In FY2021, 1.03% of transactions required the use of the Language Line.

b. Were there instances in FY 2022 or FY 2023 to date where the language line for translation services was unavailable when needed or unable to provide translation services for a particular language?

**Response:**

We are obtaining the specific data and anticipate that the numbers will be similar to what they were in the fiscal year 2021. In FY2021 and the first quarter of FY2022, the DMV had only one instance where Language Line was unable to provide translation services because there were not any Amharic-speaking interpreters available. This occurred on December 16, 2021.

61. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2021, FY 2022, and FY 2023, to date.

**Response:**

The average length of time between filing a request for adjudication and issuance of a decision by a hearing examiner was 31 days in FY21; 83 days in FY22; and 101 days in FY23 as of December 31, 2022.

62. Please provide the number of requests for reconsideration upon a finding of liability in FY 2021, FY 2022, and FY 2023, to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

**Response:**

See the table below:

Reconsiderations	FY21	FY22	FY23 * (thru 12/31/22)
Received	15,176	12,325	3,020
Upheld	13,725	10,554	2,543
Dismissed	1,451	1,771	477

\*Numbers include cases received in FY22 and decided in FY23

63. Please provide the average time from an appeal of a hearing examiner’s order to final disposition by a panel of the Traffic Adjudication Appeals Board in FY 2021, FY 2022, and FY 2023, to date.

**Response:**

The average time from appeal of a hearing examiner’s decision to issuance of a final order by the Appeals Board was 90 days in FY21 and 74 days in FY22. As of December 31, 2022, the average time from appeal of a hearing examiner’s decision to issuance of a final order in FY 2023 is 71 days.

- Please describe the agency’s efforts to reduce this timeframe.

**Response:**

DMV’s performance goal is to respond to every appeal within 90 days of receipt. During COVID, the number of appeals increased significantly so our response time reached an average of 90 days. DMV is pleased to report the response time has decreased to 71 days as of the end of 2022.

64. Please provide an update on the implementation of the Real ID Act of 2005.

**Response:**

On December 5, 2022, DHS announced an additional two-year extension to the compliance deadline. The deadline for DMV to ensure all residents possess a REAL ID compliant credential (denoted by a black star in the upper right-hand corner) is May 7, 2025.

As of January 1, 2023, 99% of all DC credentials are REAL ID compliant. Every DC resident will have an opportunity to apply for a REAL ID credential before May 7, 2025.

65. On December 7, 2021, the Council passed the Department of Motor Vehicles Electronic Proof of License, Permit or Identification Card Amendment Act of 2021, which sets the stage for the District to issue and recognize electronic drivers’ licenses, permits, and ID cards.

- c. What is the timeline for roll out of these new electronic forms of identification?
- d. What kind of public education will DMV be doing regarding the new program? When will that outreach begin?
- e. Will DMV be undertaking any trainings for MPD, Metro Police, DPW, and other enforcement entities on the new electronic forms of identification?

**Response:**

Since the passage of the Department of Motor Vehicles Electronic Proof of License, Permit or Identification Card Amendment Act of 2021, DMV has begun discussing its options with the vendor community. Additionally, the agency is participating in the national dialogue hosted by AAMVA to determine standards and guidelines to assist with moving the program forward. The DMV is not ready to announce an official timeline. However, DMV is aggressively working on an RFP. DMV will engage all stakeholders and the public as a solution comes into focus.

66. Please provide the number of limited purpose credentials issued (by month) since issuing of such credentials began, broken down by whether the credential is a limited purpose identification card or limited purpose driver’s license.

**Response:**

See the table below:

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
<b>FY2014</b>		
May	110	94
June	147	209
July	189	240
August	237	269
September	357	259
<b>FY14 Total</b>	<b>1,040</b>	<b>1,071</b>
<b>FY2015</b>		
October	341	271
November	389	321
December	422	273
January	388	255

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
February	362	184
March	397	216
April	411	164
May	264	156
June	249	172
July	276	242
August	288	230
September	411	206
<b>FY15 Total</b>	<b>4,198</b>	<b>2,460</b>
<b>FY2016</b>		
October	452	207
November	298	177
December	353	220
January	330	162
February	392	163
March	444	181
April	549	252
May	522	245
June	518	272
July	389	136
August	902	453
September	676	398
<b>FY16 Total</b>	<b>5,825</b>	<b>2,866</b>
<b>FY2017</b>		
October	614	301
November	518	244
December	664	265
January	538	238
February	580	234
March	641	243
April	489	224
May	466	184
June	543	248
July	490	236
August	609	297
September	615	272
<b>FY17 Total</b>	<b>6,752</b>	<b>2,986</b>

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
<b>FY2018</b>		
October	631	242
November	648	227
December	511	216
January	499	183
February	448	170
March	526	247
April	422	229
May	470	195
June	504	238
July	393	156
August	485	254
September	410	232
<b>FY18 Total</b>	<b>5,947</b>	<b>2,589</b>
<b>FY2019</b>		
October	557	271
November	444	158
December	445	215
January	465	198
February	416	189
March	567	265
April	446	200
May	434	194
June	438	177
July	397	135
August	452	150
September	359	139
<b>FY19 Total</b>	<b>5,420</b>	<b>2,291</b>
<b>FY2020</b>		
October	557	271
November	444	158
December	445	215
January	602	150
February	535	155
March	233	48
April	0	0
May	0	0
June	27	9

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
July	293	15
August	299	24
September	292	24
<b>FY20 Total</b>	<b>3,727</b>	<b>1,069</b>
<b>FY2021</b>		
October	166	43
November	162	46
December	240	51
January	232	45
February	283	61
March	335	73
April	320	93
May	315	89
June	373	130
July	461	174
August	432	127
September	463	128
<b>FY21 Total</b>	<b>3,782</b>	<b>1,060</b>
<b>FY2022</b>		
October	488	156
November	404	132
December	397	121
January	318	118
February	404	135
March	447	159
April	342	89
May	244	86
June	242	88
July	282	93
August	286	146
September	321	141
<b>FY22 Total</b>	<b>4,175</b>	<b>1,464</b>
<b>FY2023</b>		
October	219	94
November	181	119
December	183	78
<b>FY23 Total</b>	<b>583</b>	<b>291</b>

Limited Purpose		
	Driver Licenses	Identification Cards
Total to Date (thru Dec 31, 2022)	40,258	18,809

67. How many vehicles were titled/registered in the District in FY 2021, FY 2022, and FY 2023, to date?

**Response:**

See the table below:

Vehicles Titled/Registered	
Fiscal Year	Vehicles Titled/Registered
FY21	81,888
FY22	63,442
FY23 (as of 12/31/2022)	16,358

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2022 and FY 2023, to date.

Response: See the table below:

Item Type	FY2022 Total	FY2023 Total
2018 STANLEY CUP CHAMPIONS TAGS	26	5
2019 WOMENS NATIONAL BASKETBALL ASSOCIATION CHAMP	6	1
ALPHA KAPPA ALPHA TAGS	8	1
ALPHA PHI ALPHA FRATERNITY TAGS	5	
ANACOSTIA RIVER COMMEMORATIVE TAGS	447	83
AUTOCYCLE TAGS	4	
BICYCLE AWARENESS TAGS	36	29
BREAST CANCER AWARENESS TAGS	86	16
BUS TAGS	349	40
CHILDREN FIRST FOUNDATION	3	
CLERGY TAGS	1	1
COMMERCIAL TAGS	709	176
DC GOVT TAGS	542	251
DC LODGE TAGS	10	2
D.C. WOMEN VETERANS SPECIALTY TAG	9	
DEALER TAGS	284	242
DISABILITY MOTORCYCLE TAGS		1
DELTA SIGMA THETA TAGS	4	
DISABILITY TAGS	279	72
DISABLED AMERICAN VETERAN TAGS	48	13

DISABLED VETERAN TAGS	20	4
DONATE A LIFE TAGS	10	
FIRE FIGHTER TAGS	16	2
FLORIDA STATE UNIVERSITY TAGS	2	
HISTORICAL TAGS	160	43
LIMOUSINE TAGS	28	3
LOW TAGS	185	13
MASONIC FOUNDATION OF WASHINGTON DC		1
MISSISSIPPI STATE UNIVERSITY	1	
MOREHOUSE COLLEGE ALUMNI	2	
MOTORCYCLE TAGS	808	123
MOTORCYCLE TEMPORARY TAGS	9	3
MOTOR DRIVEN CYCLE TAGS	95	30
NATIONAL ASSOCIATION OF BLACK SCUBA DIVERS	1	
NON-EXP INSPECTION STICKER	2493	586
NORFOLK STATE UNIVERSITY	3	
OFFICE OF VETERANS AFFAIRS TAGS	21	6
OMEGA PSI PHI TAGS	4	
PERSONALIZED TAGS	858	173
PORSCHE CLUB OF AMERICA	1	
RENTAL TAGS	333	59
STANDARD TAGS	56757	12072
TAXI TAGS	79	19
TEMPORARY TAGS	3751	764
THE GEORGE WASHINGTON UNIVERSITY	2	
TRAILER TAGS	227	32
UNITED STATES AIR FORCE VETERAN TAGS	21	3
UNITED STATES ARMY VETERAN TAGS	48	11
UNITED STATES COAST GUARD VETERAN TAGS	2	
UNITED STATES MARINE VETERAN TAGS	26	2
UNITED STATES NAVY VETERAN TAGS	14	5
UNIVERSITY OF MICHIGAN	1	
UNIVERSITY OF MISSISSIPPI	3	1
WASHINGTON CAPITALS TAGS	8	3
WASHINGTON MYSTICS	9	2
WASHINGTON NATIONALS	210	34
WHITE STARS TAGS		1
WILLIAM & MARY TAGS	2	1
WWW TAGS	177	17
Total	69243	14949

- Please provide the total number of hybrid, electric, and alternative fuel vehicles that are currently registered in the District, and the number that were newly registered in FY 2021, FY 2022, and FY 2023, to date. Of these, please indicate how many belong to the District government.

**Response:**

See the table below:

<b>Vehicles Newly Registered</b>						
<b>Fuel Type</b>	<b>FY21</b>	<b>FY21 DC Gov't</b>	<b>FY22</b>	<b>FY22 Gov't</b>	<b>FY23 ( 12/31/22)</b>	<b>FY23 Gov't (12/31/22)</b>
<b>Electric</b>	2394	67	1947	17	478	37
<b>Flex</b>	3043	50	2551	147	485	1
<b>Hybrid</b>	4984	448	4254	92	866	43

<b>Vehicles Currently Registered</b>						
<b>Fuel Type</b>	<b>FY21</b>	<b>FY21 DC Gov't</b>	<b>FY22</b>	<b>FY22 DC Gov't</b>	<b>FY23 (12/31/22)</b>	<b>FY23 (12/31/22) DC Gov't</b>
<b>Electric</b>	4622	67	5285	84	5566	121
<b>Flex</b>	15,711	1778	14971	1810	14496	1786
<b>Hybrid</b>	17,400	448	18439	498	18486	552

68. Please provide the number of active “H” tags and “L” tags in FY 2021, FY 2022, and FY 2023, to date.

**Response:**

See the table below:

<b>Tag Type</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23 (12/31/2022)</b>
<b>H Tags Active</b>	2491	1956	1898
<b>L Tags Active</b>	104	110	102

f. Please provide the total number of “H” tags and “L” tags issued (excluding renewals) in FY 2021, FY 2022, and FY 2023, to date.

**Response:**

See the table below:

<b>Tag Type</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23 ( 12/31/2022)</b>
<b>H Tags Issued</b>	20	79	19
<b>L Tags Issued</b>	9	28	3

69. Please provide the average wait time at each service center and the inspection station. Also, for each, please indicate the day of the week and time of the day that experiences the longest and shortest wait time and how long/how short those wait times are, on average.

**Response:**

In general, customers can expect to experience the longest wait time at the DMV Inspection Station during the lunch periods, which is from 11 a.m. to 1 p.m. Additionally, the end of the month and the days immediately before and after a holiday tend to be the busiest, and thus, customers can expect longer wait times.

The table below provides additional information for FY22 and FY23, to date:

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Inspection Station	13 minutes	24 minutes	4 minutes
		Tues at 12pm	Sat at 11am
Georgetown Service Center	12 minutes	36 minutes	8 minutes
Benning Ridge Service Center	11 minutes	37 minutes	4 minutes
Rhode Island Service Center	21 minutes	40 minutes	14 minutes
Southwest Service Center	19 minutes	50 minutes	12 minutes

70. In the FY 2022 budget, the DMV announced the launch of a self-service kiosk program, which will allow residents to conduct a range of DMV transactions at kiosks located in grocery and convenience stores across the District.

g. What is the current status of this program? Has DMV engaged with a vendor to begin designs for the new kiosks, and/or to administer and maintain the kiosk system?

**Response:**

The DMV has been in ongoing communication with a vendor over the past year, confirming such details as: customizing options; marketing support; Service Level Agreements; retail establishments the vendor has current contracts with to house the kiosks; customer language options; and time needed for implementation.

h. What is the estimated start date for these kiosks?

**Response:**

DMV has met with vendors to better understand the market and has engaged OCP to determine the procurement strategy to move forward.

DMV has not confirmed an official start date of these kiosks. However, the agency intends to formulate an intensive marketing and development plan to keep the public abreast of the implementation of the new kiosks.

- i. Does DMV anticipate a staggered roll out for these new kiosks? Please provide a projected deployment schedule for the new kiosks over the next four years, including the number and ward location of each per year.

**Response:**

Yes, DMV anticipates a staggered roll out of the new kiosks. Once we have selected the vendor, with the assistance of the vendor and key players, DMV plans to compose a deployment schedule.

**71. Please provide the current status of all capital projects funded in the FY 2023-2028 Capital Improvements Plan. Please also provide the timeline for expected completion date of these projects.**

**Response:**

The expansion of the self-service emission kiosk testing program was one of the capital projects funded in FY23. Two self-service kiosks will be implemented in FY23. One of the two self-service kiosks will be installed in Ward 7 or 8. The two additional kiosks will allow residents with model year 2005 and later vehicles to conduct drive-through self-service emission inspections. Project implementation meetings have begun. The project expected completion is September 30, 2023.

**Response:**

See the timeline tables below:

Timelines for Destiny Modernization and Ticket Processing provided below:

<b>Destiny Modernization Timeline</b>	
<b>FY22</b>	Development of General Services, Driver’s License, Vehicle Registration Transactions - Wave 1 & 2
	Development of Title, Identification Card, Adjudication, Business Transactions - Wave 3
	Unit and Functional Testing of General Services, Driver’s License, Vehicle Registration, Title, Adjudication and Business Transactions
	Automation of Batch Printing process
	Infrastructure Setup for PROD Environment
	Production Deployment of Web Page Front End and Post-Production Support

<b>FY23</b>	Infrastructure Setup for Mainframe Migration
	Development of Title, Identification Card, Adjudication, Business Transactions - Wave 3
	Development of Back End program to Micro Services - Wave 4
	Unit and Functional Testing of General Services, Driver's License, Vehicle Registration, Title, Adjudication and Business Transactions
	Functional Testing

<b>FY24</b>	Development of Back End program to Micro Services - Wave 5
	Functional Testing

<b>FY25</b>	Development of Back End program to Micro Services - Wave 6
	User Acceptance Testing
	Production Deployment and Post-Production for six months

<b>Ticket Processing Timeline</b>	
<b>FY22</b>	Final Draft of work statement and requirements
	Legal approval of RFP package
	RFP goes out on the street
	Technical & Price Proposal Evaluations

<b>FY23</b>	Contract Council Package Preparation
	Contract Council Package Submission
	Contract Council Package Approval
	Contract Award
	Requirement Gathering, design and infrastructure setup.
<b>FY24</b>	Development, unit testing, user acceptance testing – leg 1
	Initiate preparations for integration testing and Pilot

<b>FY25</b>	User acceptance testing, integration testing completion
	Production deployment and production support
<b>FY26</b>	System stabilization and production support extended. Maintenance.

**What new strategies did DMV implement in FY 2022 and FY 2023, to date, to expedite completion of these projects?**

**Response:**

The DMV did not implement any new strategies in FY 2022 to expedite the above-referenced projects. Instead, we focused on working with our agency partners, OCTO and OCP, to move these projects forward.

**72. Please provide a status update on the Ticket Processing System modernization? Has an award been issued and made public as the RFP indicated for the last quarter of 2022? Is there a Program Manager for the project?**

**Response:**

The status of the DMV Ticket Processing RFP is pending. On behalf of DMV, OCP released the RFP on May 2, 2022. The Technical Evaluation Panel has completed its review and submitted final recommendations to OCP. As of December 12, 2022, OCP (and the vendor to be awarded), are currently undergoing clarifications as they finalize the Best and Final Offer (BAFO). Once both parties reach an agreement, the contract is estimated to be executed in late March 2023. The Program Manager for the project is Karen Tate, DMV Adjudication Services Division Quality Program Officer.

**73. What is the status of expanding the self-service exhaust emissions testing pilot program beyond the one site in Ward 4?**

- In 2021, DMV stated that, funding-willing, it hoped to install a new self-service exhaust emissions testing location in Ward 7 or 8.

**Response:**

The expansion of the self-service emission kiosk testing program was one of the capital projects funded in FY23. Two self-service kiosks will be implemented in FY23. One of the two self-service kiosk will be installed in Ward 7 or 8. The two additional kiosks will allow residents with model year 2005 and later vehicles to conduct drive-through self-service emission inspections. Project implementation meetings have begun. The project expected completion is September 30, 2023.

74. The FY 2020 Budget Support Act raised the cost of residential parking permits in the District to \$50 for a resident’s first car, \$75 for a second, \$100 for a third, and \$150 each for a fourth car and beyond. This new law went into effect on October 1, 2020, but was not implemented until FY 2021.

- Please provide the number of RPP participants for FY 2021, FY 2022, and FY 2023, to date. Has DMV seen a decrease in participation in the RPP program since the new fees were established?

**Response:**

See the table below:

<b>New/Renewed Registration with RPP</b>	
<b>YEAR</b>	<b>COUNT</b>
FY21	133,006
FY22	128,415
FY23	125,907

- Has DMV seen a change in the number of residents with multiple vehicles registered to RPP since the fee change was implemented? Has there been a decrease in the number of properties with registrations of three or more vehicles?

**Response:**

No, there hasn’t been any significant change in the issuance of RPP since the implementation of the new RPP program.

75. At an October 2021 hearing by the Committee on the DMV’s appointment backlog, the Director stated that he was working to create a way to take the driver knowledge test online. Has this online test been developed and implemented? If not, when will this new online test be made available?

**Response:**

Yes, the option to take the driver knowledge test virtually, has been available since October 25, 2022.

76. The FY 2023 budget included funding for a number of new automated traffic enforcement cameras. How many additional staffing hours per month has DMV incurred as a result of

**additional cameras being installed, and how many additional staffing hours does DMV estimate it will incur once all of the new cameras are installed? How many new staff?**

**Response:**

DMV has submitted a request for \$8,625,070 in supplemental FY23 funding to support DDOTs planned expansion of the ATE program. This request includes \$3,171,208 to hire 11 additional hearing examiners and 12 FTEs to provide administrative support. This request also includes \$5,553,862 in non-personnel services to support the increased cost for the ticket processing contract.

77. In the FY 2022 budget, the DMV allocated funding for a new Deputy Director position to support the Director. Please provide the Committee with an update on how the addition of this new FTE has improved operational efficiencies at DMV?

**Response:**

The Deputy Director onboarded on December 5, 2021. The introduction of the Deputy Director of Operation position provides continuous oversight and guidance to DMV's three main operational administrations. Before the Deputy Director of Operations, all Administrators got all of their leadership guidance from the Director. Among other things, the Deputy Director of Operations provides leadership and oversight in the planning, development, and management of programs, activities, and initiatives. The Deputy Director Assists the Director in formulating program goals and objectives, and in drafting and issuing policies and procedures to guide the operation. the Deputy Director represents the Director at meetings, conferences, etc., both internal and external. Additionally, the Deputy Director serves as Acting Director in the Director's absence.

78. What is the status of the new Protect Wildlife motor vehicle identification tag, established in the FY 2022 Budget Support Act? When will the new tag design be made available to the public?

**Response:**

The vehicle identification tag is currently in the design phase and will be made available to the public in FY23.

79. According to D.C. Code § 50-1501.02d, DMV is to design and issue a "We Demand Statehood" license plate. Is this plate available? If not, why not?

**Response:**

The “We Demand Statehood” license plate is currently in the design phase and will be made available to the public in FY23.

**80. In October 2022, vehicle registration fees increased for passenger vehicles that weigh over 3,500 lbs. Please provide the number of vehicles registered in each of passenger class I, II, and III, as well as any passenger vehicles weighing 6,000 lbs. or more, in FY 2020, 2021, 2022, and 2023, to date. For each category please also list the number of vehicles that were issued disability vehicles tags.**

**Response:**

Vehicles registered in each of passenger class I, II, and III, as well as any passenger vehicles weighing 6,000 lbs. are listed below:

<b>FY</b>	<b>&lt;3500</b>	<b>3500 TO 4999</b>	<b>5000 TO 5999</b>	<b>&gt;=6000</b>
<b>2020</b>	170,189	136,550	16,545	4,379
<b>2021</b>	178,183	152,900	18,020	5,051
<b>2022</b>	164,541	149,065	17,114	4,892
<b>2023</b>	35,530	33,600	3,843	1,086

**Vehicle Weights with Disability Tags:**

<b>FY</b>	<b>&lt;3500</b>	<b>3500 TO 4999</b>	<b>5000 TO 5999</b>	<b>&gt;=6000</b>
<b>2020</b>	826	982	98	12
<b>2021</b>	859	986	106	8
<b>2022</b>	707	909	85	12
				2
<b>2023</b>	168	248	20	

**81. Has there been any interruption of DMV’s ability to transmit automatic voter registration data to the Board of Elections (“BOE”), or interruptions in data that BOE needs to participate in any systems or databases related to voter registration, during Fiscal Year 2022 or 2023, to date? If yes, please provide the date, duration, and reason for any such instance, as well as any action that DMV took to remedy the delay.**

**Response:**

During the first half of FY2022, the data transfer process from DMV to BOE was impacted for about six months due to a program logic/file content issue identified by the stakeholders at BOE. The program logic for sending the active driver/ID card information was completely overhauled during this period (in consultation with BOE) to finalize the file layout /file contents to arrive at a consensus. As a result, the monthly data transfers from April 2022 have been executed without interruption and the overall process has been optimized since then. There were no issues reported in this process during FY2023.